



ANNOUNCEMENT FOR PROMOTIONAL TESTING
Senior Tax Compliance
Representative (Supervisor)

Final Filing Date: **June 2, 2006**
Bulletin Release Date: May 12, 2006



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California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, gender, marital status, disability, religious or political affiliation, age, or sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY: This is a promotional examination for the Department of Health Services. Competition is limited to employees who meet the minimum qualifications and have a permanent civil service appointment with the Department of Health Services. Under certain circumstances, other employees may be allowed to compete. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations.

HOW TO APPLY: To learn more about the examination and testing arrangements, contact the testing office shown below. Applications are available through the Internet at http://www.spb.ca.gov/employment/employment_app2.htm and at the department noted on this announcement. Applications may be filed in person or by mail with:

DEPARTMENT OF HEALTH SERVICES (916) 650-6797
SELECTION UNIT
In Person: 1501 Capitol Avenue, Suite 1501
By Mail: MS 1300-1302
P.O. BOX 997411
Sacramento, CA 95899-7411

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

CROSS FILING INFORMATION: If you meet the entrance requirements for this classification and for Senior Tax Compliance Representative (Specialist) scheduled at the same time, you may file for both examinations on a single application. You must indicate the class title(s) corresponding to each examination for which you are applying on the application Form STD. 678.

FINAL FILING DATE: Applications (Form STD. 678) must be submitted by **June 2, 2006**, the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing deadline will not be accepted.

SPECIAL TESTING INFORMATION: If you have a disability that requires accommodation, mark the appropriate box on the application Form STD. 678. You will be contacted to make specific arrangements.

ORAL INTERVIEW DATE: It is anticipated that oral interviews will be scheduled during June 2006 in Sacramento.

SALARY RANGES: \$4316 - \$5247 per month.

IDENTIFICATION REQUIREMENT: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

POSITION DESCRIPTION: Under general supervision, either supervises (1) a small staff of Tax Compliance Representatives performing compliance duties or (2) a medium-sized staff of Tax Compliance Representatives, Program Technicians and Office Assistant personnel performing compliance duties or (3) the entire compliance program and a staff of Tax Compliance Representatives, Program Technicians and Office Assistants in a small organizational entity or (4) staff performing an equivalent level of duties in a central office operations setting.

Positions exist with the Department of Health Services in Sacramento.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by June 2, 2006, the final filing date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes **must** include "to" and "from" dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information **must** include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS: Qualifying experience may be combined on a proportionate basis if the following requirements include more than one pattern and are distinguished as either I, or II, or III, etc.

Either I

One year of experience in the California state service performing the duties of Tax Compliance Representative, Range C.

Or II

Four years of field experience in tax law compliance and tax collection work, at least one year of which shall have involved performance of the most difficult assignments. (Experience in California state service applied toward this pattern must include one year of experience performing the duties of a Tax Compliance Representative, Range C.)

GENERAL QUALIFICATIONS: In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

EXAMINATION INFORMATION: The examination will consist of a Qualification Appraisal Panel interview that is weighted 100%. The interview will include a number of predetermined job-related questions. Competitors who do not appear for the interview will be disqualified and eliminated from the examination process.

The Department of Health Services reserves the right to revise the examination plan to better meet the needs of the service if circumstances under which this examination was planned change. Such a revision will be in accordance with civil service law and rules and all competitors will be notified. If a candidate's notice of interview fails to reach him/her before the scheduled interview date due to a verified postal error, he/she will be rescheduled upon written request.

INTERVIEW SCOPE: Emphasis in evaluating depth and breadth of experience and relative abilities, will be placed on measuring, relative to job demands, each competitor's:

Knowledge of:

1. Business management principles, including office methods and procedures to effectively plan, organize, and direct the workforce.
2. Commercial law and business practices to effectively interpret and apply contract terms and conditions.
3. Provisions of State and Federal recovery laws.
4. Rules of evidence, preparation of evidence, and court procedure.
5. Methods used by violators in circumventing CDHS claims.
6. Investigation techniques and sources of information used in locating property.
7. Functions of Federal, State, and local tax, regulatory and law enforcement agencies.
8. Microsoft Office software programs.
9. Modern office methods and procedures, and principles and techniques of personnel management and supervision.
10. Collective bargaining contracts and labor relations principles.
11. Proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, succinct, and free of mechanical errors.
12. The purpose, mission, and goals of the department and work unit to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the work unit.
13. Modern training techniques in order to train and keep staff up to date with current work procedures and techniques.

Ability to:

1. Read and write English at a level required for successful job performance.
2. Learn and operate automated equipment.
3. Learn, interpret and apply provisions of the laws, rules and regulations administered.
4. Analyze situations accurately and take effective action.
5. Interact with citizens and public officials under conditions requiring the utmost in tact and good judgment.
6. Communicate effectively in a clear and concise manner in order to provide direction to staff.
7. Train and teach new or existing staff and share new or updated procedures.
8. Maintain flexibility in adapting to changes in priorities, work assignments, and other interruptions which may impact pre-determined courses of action for completing or progressing with work tasks.

ELIGIBLE LIST INFORMATION: In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. Names of successful competitors are merged into the list in order of the final scores regardless of date. Eligibility expires 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Eligible lists established by competitive examination, regardless of date, must be used in the following order: (1) sub-divisional promotional, (2) departmental promotional, (3) multi-departmental promotional, (4) service-wide promotional, (5) departmental open, and (6) open. When there are two lists of the same kind, the older must be used first.

VETERANS PREFERENCE: Veterans preference credits are not granted in promotional examinations.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:

MCI from TDD: 1-800-735-2929 MCI from voice telephone: 1-800-735-2922

Sprint from TDD: 1-888-877-5378 Sprint from voice telephone: 1-888-877-5379